

Health Home Implementation Webinars

Session #23– September 11, 2013
Program Updates



Agenda

- ▶ Tracking System Update
- ▶ Requirements for Establishing Procedures for Making Referrals from Hospitals to Health Homes
- ▶ Health Home Referral Contacts Update
- ▶ Health Home Name Changes/Changes in NPI
- ▶ DEAA Amendment for Name Changes
- ▶ Health Home Contact Update
- ▶ Previous HH-CMART Call
- ▶ Site Visits

Health Home Tracking System Update

- ▶ The Health Home data team is currently working with Health Homes to “clean up” the information that has been submitted to the portal.
 - For converting members, the CMA listed in the tracking system does not match the billing provider.
 - Some CMA are listed in the portal with both N/Y direct billing values.
- ▶ As Health Homes correct these issues, they will have to:
 - Contact MCP that billed for members with a direct biller value of Y and coordinate the MCP claim void and the CMA claim submission.
 - Contact CMA to request updated CMA provider ID that matches the provider ID that the CMA uses for billing.
 - Use Delete and Add records to correct information that was incorrectly submitted to the portal.

Requirements for Establishing Procedures for Making Referrals from Hospitals to Health Homes

- ▶ Section 2703 of the Affordable Care Act (ACA) authorized an optional Medicaid State Plan benefit to establish Health Homes to coordinate care for people with Medicaid who have chronic conditions.
- ▶ Section 2703 also requires hospitals that are participating providers under the state plan or waiver to establish procedures for referring any eligible individuals with chronic conditions who seek or need treatment in a hospital emergency department to designated Health Home providers.
 - Section 2703 requirements apply to all hospitals, regardless of whether they participate in a Health Home provider network (i.e., it is a State plan requirement)
 - DOH will be working with hospital associations to develop guidance on making referrals for Health Home services.

Health Home Referral Contacts Update

- ▶ In order for Health Homes to ensure 24 hour/seven days a week availability to a care manager and to receive referrals from hospitals and other community providers, Health Homes have been asked to identify a specific referral contact and telephone number. Posted on the Department of Health, Health Home website at:
http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_contacts.htm
- ▶ DOH will be reaching out to Managed Care to update contacts
- ▶ Up to date contact information will ensure that Health Homes will be available to receive community referrals and initiate outreach and engagement.

Health Home Referral Contacts (cont'd)

- ▶ Health Homes should establish a procedure to ensure access to a Referral Line and implement a process by which the Health Home will accept referrals.
- ▶ Accepting referrals may include, but not be limited to:
 - Assigning Health Home staff to answer calls on the referral line during business hours;
 - Contracting to forward messages from the referral line to an answering service for after business hours;
 - Leaving a message with a timely procedure for follow up; and/or
 - Requesting that a Health Home referral form be sent to a Health Home fax number.

Health Home Referral Contacts (cont'd)

- ▶ Health Homes should review how their staff are answering calls and/or leaving automated messages on the Health Home referral line in order to ensure that they are clearly identifying to the caller that they have reached the Health Home referral line.
- ▶ Health Homes must use their designated Health Home name on all marketing materials, web postings and all other materials.

Health Home Name Changes and/or Changes in NPI#s

- ▶ Health Homes changing their name and/or NPI number must complete a Notification Letter attesting to the applicable revisions.
- ▶ Notification Letters are posted on the Health Home website:
http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/medicaid_enroll_provider_hh_rev.htm

Health Home Name Changes (cont'd)

- ▶ Notification Letters should be completed and forwarded to the Department of Health (DOH) to the address listed on the DOH website.
- ▶ Completing the Notification Letter will allow the DOH to provide any needed guidance regarding provider enrollment and any other requirements that result from Health Home name changes including:
 - Consent forms; and
 - Data Exchange Application Agreements (DEAAs).

Health Home Consent Forms and DEAAS

- ▶ Health Home Consent forms must remain up to date reflecting the approved Health Home name.
- ▶ DEAAS must be approved by DOH and any changes to the Health Home name/corporate structure may require an amendment to the approved DEEA.

DEAA Amendment for Name Changes

- ▶ The lead Data Exchange Application & Agreement (DEAA) must also be updated to reflect a new corporate name.
- ▶ This is accomplished by completion of the Application to amend the lead DEAA located at:

http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/docs/application_amend_existing_deaa.pdf

DEAA Amendment for Name Changes

- ▶ This amendment must bear a notarized signature (Executory Clause) and a signature on Attachments A & B.
- ▶ These documents will replace those associated with your initial DEAA.
- ▶ Any questions may be directed to the Medicaid Privacy Coordinator:

Phone: 518-486-5771

Email: cxs15@health.state.ny.us

Health Home Contact Updates

- ▶ DOH Health Home Program will be adopting a more efficient process to keep Health Home contact information up to date.
- ▶ Health Homes will soon receive a notice to update their contact information in an excel sheet.
- ▶ Some of this pertinent contact information will be displayed on the DOH Health Homes website and used to foster better communication moving forward.

Review of HH-CMART Call, September 4th

- ▶ Covered data intake and completeness issues and next steps regarding the previous data submission
- ▶ DOH will distribute a modified HH-CMART tool and specifications soon and all Lead Health Homes will be receiving specific feedback about their data submission in the next few weeks
- ▶ An audio recording and slides of the webinar can be found on the Health Home Website under Meetings and Webinars
http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/meetings_webinars.htm
- ▶ The next HH-CMART call will be September 18 at 10am

Health Home Readiness Site Visits

- ▶ Allows opportunity for Health Home to demonstrate progress in meeting:
 - Provider Qualification Standards
 - Core CMS Health Home program functional requirements

- ▶ Phase 1 and 2
 - Completed between March 2012 and June 2013.
 - Included 24 Health Home and care management downstream providers
 - 5 Boroughs of NYC, Long Island and Upstate

- ▶ Phase 3
 - 9 designated Health Homes
 - Site visits to be completed during this September and October
 - Upstate counties- 2 Western, 5 Central and 2 in the Capital Region

Useful Contact Information

- Visit the Health Home website:
http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/
- Get updates from the Health Homes listserv. To subscribe send an email to: listserv@listserv.health.state.ny.us (In the body of the message, type SUBSCRIBE HHOMES-L YourFirstName YourLastName)
- To email Health Homes, visit the Health Home Website and click on the tab “Email Health Homes”
http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/
- Call the Health Home Provider Support Line: 518-473-5569